



Department of Medical Assistance Services
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<https://dmas.virginia.gov>

MEDICAID MEMO

Update to the Durable Medical Equipment and Supplies, Appendix B Update

Last Updated: 03/10/2022



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The purpose of this memorandum is to highlight changes and additions the Department of Medical Assistance Services (DMAS) made to several sections of Appendix B in the “Durable Medical Equipment and Supplies Listing” of the Durable Medical Equipment and Supplies Manual. Please refer to each section of the Appendix B for changes to that section. All changes are noted in **BOLD** with effective dates noted at the bottom of each appendix. The start date of the Appendix B update is effective 1/01/2022. Claims submitted prior to the date of this memo for service dates back to 1/01/2022 will be reprocessed, however, this will take additional time this year because of the ongoing Medicaid Enterprise Solutions (MES) project implementation activities <https://vamedicaid.dmas.virginia.gov/>.

Reimbursement coding guidance can be found by using a variety of sources including the DME classification site, which is designed to assist providers with DME coding. Providers can search by different criteria and by brand name. The website can be accessed at <https://www.dmepdac.com/>.

Please note: Appendix B of the Durable Medical Equipment (DME) and Supplies Provider Manual has been updated and is now available on the DMAS website (www.dmas.virginia.gov). All competitive bid rates are highlighted in blue.

PROVIDER CONTACT INFORMATION & RESOURCES	
Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	www.virginiamedicaid.dmas.virginia.gov
Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996
KEPRO Service authorization information for fee-for-service members.	https://dmas.kepro.com/



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Provider Appeals

DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.

<https://www.dmas.virginia.gov/appeals/>

Managed Care Programs

Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.

Medallion 4.0

<http://www.dmas.virginia.gov/#/med4>

CCC Plus

<http://www.dmas.virginia.gov/#/cccplus>

PACE

<http://www.dmas.virginia.gov/#/longtermprograms>

Magellan Behavioral Health

Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.

www.MagellanHealth.com/Provider
For credentialing and behavioral health service information, visit:
www.magellanofvirginia.com, email:
VAProviderQuestions@MagellanHealth.com, or
Call: 1-800-424-4046

Provider HELPLINE

Monday-Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.

1-804-786-6273
1-800-552-8627

Aetna Better Health of Virginia

www.aetnabetterhealth.com/Virginia
1-800-279-1878

Anthem HealthKeepers Plus

www.anthem.com/vamedicaid
1-800-901-0020

Molina Complete Care

1-800-424-4524 (CCC+)
1-800-424-4518 (M4)

Optima Family Care

1-800-881-2166 www.optimahealth.com/medicaid

United Healthcare

www.Uhccommunityplan.com/VA
and www.myuhc.com/communityplan
1-844-752-9434, TTY 711

Virginia Premier

1-800-727-7536 (TTY: 711), www.virginiapremier.com